

Ending your membership

There are a few ways that your Horizon NJ Health membership could end:

You can choose to end your membership

If you decide to end your membership or change to another health plan, you may do so without cause during the yearly open enrollment period from **October 1** to **November 15** by calling a Health Benefits Coordinator at **1-800-701-0710** (TTY **1-800-701-0720**).

- NJ FamilyCare program members may end their membership without cause during the first 90 days after the date of enrollment or notice of enrollment (whichever happened later), and then every 12 months during the Open Enrollment Period.
- Except for Division of Child Protection and Permanency (DCPP) members, if a member moves out of New Jersey, he or she must leave Horizon NJ Health. DCPP members will be moved to Fee-for-Service coverage.

Members may leave Horizon NJ Health with good cause at any time.

If you are a NJ FamilyCare A or ABP member, you must choose another health plan before your membership ends. Once you ask to be disenrolled, it will take about 30 to 45 days from the date you ask until the time you are enrolled in the new health plan you select.

During this time, Horizon NJ Health will continue to provide your health care services. This includes transferring to another Managed Care Organization or the NJ FamilyCare Fee-for-Service Program. A Health Benefits Coordinator will help you understand this process.

- If you lose eligibility, you will be disenrolled from Horizon NJ Health. If you get your eligibility back within 60 days, you will be re-enrolled in Horizon NJ Health. If you become eligible again after 60 days, you may be enrolled in a different health plan if you do not select Horizon NJ Health or if Horizon NJ Health cannot accept any more members in your county.

You could lose your membership

- If you reside outside New Jersey for more than 30 days.
- If you do not keep your appointment to renew your NJ FamilyCare eligibility at the County Welfare Agency or the State-contracted vendor.
- If you refuse to uphold your responsibilities (by loaning your member ID card to someone else, for example). You will be told in writing about this decision and the date that your membership will end. You have the right to file an official grievance if you are not satisfied with this decision.
- If you do not send in a renewal application on time.
- If NJ FamilyCare D members do not pay their premiums.
- If you are incarcerated, your membership will be suspended until you are released.



When you leave Horizon NJ Health

- When you leave Horizon NJ Health, you will need to sign your enrollment application to allow us to send your medical records to your new health plan.
- If your enrollment with Horizon NJ Health ends before an approved dental service has been completed, Horizon NJ Health will cover the service until completion, unless there is a change in the treatment plan by the treating dentist. This prior authorization approval will be honored for as long as it is active, or for a period of six months, whichever is longer. If the prior authorization has expired, a new request for prior authorization will be required.
- Once your enrollment ends, destroy your Horizon NJ Health ID card. It is very important that you protect your privacy by destroying the old cards so no one can steal your identity or your benefits.
- It will take 30 to 45 days between when you ask to leave and the date your enrollment with Horizon NJ Health ends. Horizon NJ Health or NJ FamilyCare will continue to provide services until the disenrollment date.
- If you decide to disenroll voluntarily from Horizon NJ Health, you can list your reasons for leaving in writing.
- Enrollment and disenrollment are always subject to verification and approval by New Jersey DMAHS. For details, call your State Health Benefits Coordinator at **1-800-701-0710** (TTY **1-800-701-0720**).